# GOVERNMENT OF INDIA
# CIVIL AVIATION
# LOK SABHA

UNSTARRED QUESTION NO:5211
ANSWERED ON:29.04.2002
ISO CERTIFICATE TO IGI AIRPORT
SURESH CHANDEL

**Will the Minister of CIVIL AVIATION be pleased to state:**

(a) whether Indira Gandhi International Airport (IGIA)propose to apply for the International Standard Organisation(ISO)Certificate, 2000-01, the international quality standard for service organisation;

(b) if so, the details thereof; and

(c) the extent to which the facilities are likely to be improved at airport as a result thereof?

## Answer

THE MINISTER OF CIVIL AVIATION ( SHRI SYED SHAHNAWAZ HUSSAIN )

(a), (b) and (c):- Yes, Sir. Indira Gandhi International Airport proposes to apply for International Standard Organisation Certification 2000-01. Airports Authority of India is in the process of selection and appointment of experts for this purpose. ISO Certification is likely to be completed by 2002-2003. The Certification will improve the facilities which are being provided to passengers / visitors by way of better monitoring / recording / corrective action and auditing of such records by the Experts of outside agency involved in the certification.